



Passenger Services Policy & Procedure

P&P #: 001

EFFECTIVE DATE
May 11, 2017

SUPERSEDES NO.
Memorandum issued
on Sep 28, 2015

REVISION DATE
None

PREPARED BY: Passenger Services Manager

SUBJECT: FVF 50% Food Discount Policy

APPROVED BY:
General Manager

I. PURPOSE

To provide guidance for accurately processing the 50% Food Discount for eligible crew on FVF vessels.

II. POLICY

1. Employees working aboard the FVF who are not on per diem are entitled to a 50% discount off the regular food court item retail prices.
2. Employees on per diem will pay full price for all food court items.
3. The discount does not apply to alcoholic beverages.
4. Discounted food is intended for the personal consumption of the employee while working on the vessel. It is not intended for bulk purchases or for consumption away from the workplace.
5. Employees must make their purchases from the cashier in the vessel food court during normal business operating hours when the food court is open to the public, and they must submit any payment due after the cashier applies the 50% discount.
6. Purchase or consumption of food court items is not permitted when the food court is not open to the public, such as when the vessel is in port overnight.
7. Employees using their annual pass, a trip pass, or any other pass besides a deadhead pass are not eligible for the 50% discount.
8. Employees who are deadheading on the FVF are eligible for the 50% discount, but they must show the cashier their valid deadhead pass (boarding pass) in order to obtain that discount. Since this is an employee discount program, and not the provision of complete meals, Collective Bargaining Agreement rules pertaining to meals without charge for deadheading crew do not apply. Additionally, the 50% Food Discount is not a taxable benefit for employees deadheading onboard the FVF vessels.
9. Tracking of this benefit shall be done using the point of sale system and include the name of the employees receiving the discount and the dollar amount of the transaction.
10. AMHS will provide free regular drip coffee to employees, both in the crew dayroom and through the food court coffee pot. This does not include specialty coffees, single serve "Keurig" coffee cups, etc.
11. Misuse or abuse of the food discount privilege is subject to investigation and, if substantiated, discipline up to and including dismissal.

III. ORGANIZATIONS AFFECTED

All vessel employees, shore side management.

IV. REFERENCES

Memorandum issued on Sep 28, 2015.

V. FORMS

[FVF Discount Eligibility List](#)

VI. DEFINITIONS

Deadheading: Transportation on vessels between regular ports of call in which the employee resides and the change port of the position to which assigned.

VII. RESPONSIBILITIES

- A. PSWIC
Ensures this policy and procedures associated with it are followed by all passenger services crew. Ensures the transactions made using this particular discount is properly recorded as with all other transactions.
- B. PSW
Follows the policy and properly register the transactions in the Point-of-Sale System as instructed.
- C. Master
Vessel Masters are responsible for ensuring that cashiers are provided an accurate list of crewmember employee's eligible for the 50% discount and those on per diem not eligible for the discount.
- D. Passenger Services Manager or Designee
Monitors and audit the adherence to the policy. Provide guidance for vessel if necessary. Takes appropriate actions if needed.

VIII. PROCEDURES

- 1. Vessel personnel shall use the enclosed FVF Discount Eligibility List form to identify the crew eligible for this benefit on a weekly basis. This list must be sent to Passenger Services office along with other weekly reports.
- 2. Cashiers must verify the crew's eligibility before using the 50% Food Discount by checking their name against that list.
- 3. The name of the crew receiving this discount will need to be entered on the Point-of-Sale system. The system will prompt for the name before the transaction can be closed.
- 4. Cashier must enter the full name of the recipient when prompted for name in the Point-of-Sale system.
- 5. Reports generated by the Point-of-Sale system will be checked against the FVF Discount Eligibility List sent from the vessel by the Passenger Services office, shoreside. Discrepancies will be investigated.

IX. ANNUAL REVIEW DATE / LEAD REVIEW

This P&P will be reviewed by the Passenger Services Manager on an annual basis.